Customer Benefits

- **Cost savings –** Customers do not have to invest in dedicated mainframe hardware, operating system (OS) and layered software licenses, data center facilities and personnel.
- **Efficiency –** Sharing common equipment and resources allows for more cost-efficient operations and support.
- **Security –** Admin maintains a high level of logical system security and physical data center security.
- **Scalability –** LPAR configurations can be modified within the existing footprint of the mainframe as business needs change.
- **Support –** Monitoring and response by trained Admin technical staff ensures maximum utilization and minimum Mainframe downtime.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for these service offerings.

Responsibilities	Admin	Customer
Data Center Facilities		
Data Center power, cooling and related support infrastructure.	X	
Data Center network infrastructure.	X	
Data Center facilities physical security.	X	
Data Center facilities structure maintenance and enhancements.	X	
Hardware		
IBM System z system hardware/firmware/software.	X	
IBM System z peripheral hardware/firmware/software.	X	
Mainframe Standard System Software		
LPARs.	X	
Standard security software (anti-virus, host intrusion detection, scanning, etc.).	X	
Standard system management tools.	X	
Application Software		
Custom developed.		X
Agency-specific third-party software purchased by DTO on behalf of the agency.		X
Shared commercially-provided software.	X	
Shared middleware/utility software.	X	
Database (ADABAS/DB2/IDMS/CICS).	X	
Other shared software not defined above.	X	
Initial Provisioning and Configuration Management of:		
IBM mainframe hardware/firmware/software.	X	
Define supported LPAR infrastructure technologies and standards.	X	

Responsibilities	Admin	Customer
Define supported vendor infrastructure products and standards.	X	
Publish change request procedures and lead-times for customer to follow for routine LPAR and operating system service requests.	X	
Install and support major (new version) operating system and third-party system software upgrades as required.	X	
Mainframe applications software.		X
Patching and Lifecycle Configuration Management of:		
Management of the IBM mainframe hardware configurations via the change management process.	X	
Manage the mainframe LPAR configurations via the change management process.	X	
Identify and install necessary system software fixes via change management.	X	
Request vendor technical support for incident issues.	X	
Applications software.		X
Database Software.	X	
Monitoring and Fault Management – Fault Monitoring and Event Notification/Triage, Recovery and Troubleshooting (perform diagnostics, maintenance and break/fix support)		
IBM mainframe hardware/firmware/software.	X	
Monitor operating system utilization through the use of third-party software products.	X	
Maintain source code and develop job control language (JCL) necessary to support all customer applications.		X
Provide problem determination support for all customer coded applications and JCL.		X
Capacity and Performance Management		
Implement and maintain tools for performance/capacity planning.	X	
Provide reporting for system performance and utilization.	X	
Monitor usage to proactively identify capacity or performance issues.	X	
Evaluate, identify and recommend changes to enhance performance.	X	
Recommend system hardware upgrades.	X	
Provide customer growth forecasts.		X
Define requirements for performance/capacity.		X
Recommend corrective action to resolve system performance and capacity problem.	X	X
Security Monitoring and Management		
Security event monitoring, detection and notification.	X	
Periodic vulnerability scanning and reporting.	X	
Security event/vulnerability remediation.	X	X

Responsibilities	Admin	Customer
IBM mainframe hardware/firmware/software controlled access.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.